

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Administrative Services	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	8 2	0 0	8 2
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Layne Shreeve	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	1 0	0 0	2 1
	Billing	Kristen Mar	0 0	1 0	0 0	1 0
		Sara Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Desktop Support	Chad Poll	0 0	7 3	0 0	7 3

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	0	17	0	17
			0	15	0	15
		Michael Hussey	0	2	0	2
			0	0	0	0
		Paul Ross	0	2	0	2
			0	0	0	0
		Scott Wunderlich	0	52	0	52
			0	22	0	22
		Tom Hanson	0	22	0	22
			0	22	0	22
		Assigned to Individual Total	0	102	0	102
			0	62	0	62
	Capitol Hosting	Curtis Parker	0	1	0	1
			0	0	0	0
		Dale Hicks	0	1	0	1
			0	0	0	0
		Jake Vandenberghe	0	1	0	1
			0	0	0	0
		Joe Benson	0	1	0	1
			0	0	0	0
		Kyle Burkhardt	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Help Desk	Brenda Treadway	0	9	0	9
			0	9	0	9
		Eileen Dubach	0	1	0	1
			0	1	0	1

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Help Desk	James Stearns	0	4	0	4
			0	4	0	4
		Julie VanBeekum	0	7	0	7
			0	7	0	7
		Sarah Johnson	0	0	1	1
			0	0	0	0
		Vicky Marrelli	0	7	0	7
			0	7	0	7
		Assigned to Individual Total	0	28	1	29
			0	28	0	28
	Metro A Desktop Support	Eric A Sedgwick	0	1	0	1
			0	0	0	0
		Eric Sedgwick	0	2	0	2
			0	0	0	0
		Michael Barth	0	2	0	2
			0	0	0	0
	Metro A Help Desk	Nancy Hachmeister	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Metro A Desktop Support	Ed Conrad	0	1	0	1
			0	1	0	1
		Edward Fortner	0	1	0	1
	Metro A Help Desk	Edward Fortner	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Metro B Desktop Support	Anthony Booyse	0	1	0	1
			0	0	0	0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Metro B Desktop Support	Mike Wilde	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Help Desk	Todd Manning	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Metro C West Desktop Support	Cody Flanders	0 0	1 0	0 0	1 0
		Jared B Jensen	0 0	1 1	0 0	1 1
		Mike Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Rural Central Desktop Support	Paul Petersen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural North Desktop Support	Ruston McKay	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Rural South Desktop Support	Lance Nay	0 0	1 1	0 0	1 1

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	FCR Total	
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	0 0	1 1	0 0	1 1	
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Technical Lead/Project Manager	Martin Gonzalez	0 0	5 5	0 0	5 5	
		Assigned to Individual Total	0 0	5 5	0 0	5 5	
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	9 4	0 0	9 4	
		Assigned to Individual Total	0 0	10 4	0 0	10 4	
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 1	189 112	1 0	191 113	
	Customer Company Total			1 1	189 112	1 0	191 113

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Administrative Services	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	8 1	0 0	8 1
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Layne Shreeve	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Billing	Kristen Mar	0 0	1 1	0 0	1 1
		Sara Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Capitol Desktop Support	Chad Poll	0 0	7 0	0 0	7 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	0 0	17 0	0 0	17 0
		Michael Hussey	0 0	2 0	0 0	2 0
		Paul Ross	0 0	2 0	0 0	2 0
		Scott Wunderlich	0 0	52 0	0 0	52 0
		Tom Hanson	0 0	22 0	0 0	22 0
		Assigned to Individual Total	0 0	102 0	0 0	102 0
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Dale Hicks	0 0	1 0	0 0	1 0
		Jake Vandenberghe	0 0	1 1	0 0	1 1
		Joe Benson	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Help Desk	Brenda Treadway	0 0	9 0	0 0	9 0
		Eileen Dubach	0 0	1 0	0 0	1 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Help Desk	James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Sarah Johnson	0 0	0 0	1 0	1 0
		Vicky Marrelli	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	28 0	1 0	29 0
	Metro A Desktop Support	Eric A Sedgwick	0 0	1 0	0 0	1 0
		Eric Sedgwick	0 0	2 0	0 0	2 0
		Michael Barth	0 0	2 0	0 0	2 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Metro B Desktop Support	Mike Wilde	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Help Desk	Todd Manning	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C West Desktop Support	Cody Flanders	0 0	1 0	0 0	1 0
		Jared B Jensen	0 0	1 0	0 0	1 0
		Mike Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Rural Central Desktop Support	Paul Petersen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural North Desktop Support	Ruston McKay	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	5 1	0 0	5 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	9 1	0 0	9 1
		Assigned to Individual Total	0 0	10 1	0 0	10 1
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	189 7	1 0	191 7
Customer Company Total			1 0	189 7	1 0	191 7

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Administrative Services	Application Services	Danielle Hood	0 0.00	3 0.13	0 0.00	3 0.13
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Tony Larsen	0 0.00	4 0.69	0 0.00	4 0.69
		Assigned to Individual Total	0 0.00	8 0.39	0 0.00	8 0.39
	Application Support - DFI	Greg Berensen	0 0.00	1 0.00	0 0.00	1 0.00
		Layne Shreeve	1 0.10	0 0.00	0 0.00	1 0.10
		Assigned to Individual Total	1 0.10	1 0.00	0 0.00	2 0.05
	Billing	Kristen Mar	0 0.00	1 3.03	0 0.00	1 3.03
		Sara Brown	0 0.00	1 9.86	0 0.00	1 9.86
		Assigned to Individual Total	0 0.00	2 6.44	0 0.00	2 6.44
	Capitol Desktop Support	Chad Poll	0 0.00	7 0.15	0 0.00	7 0.15

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	0 0.00	17 0.01	0 0.00	17 0.01
		Michael Hussey	0 0.00	2 0.25	0 0.00	2 0.25
		Paul Ross	0 0.00	2 0.23	0 0.00	2 0.23
		Scott Wunderlich	0 0.00	52 0.11	0 0.00	52 0.11
		Tom Hanson	0 0.00	22 0.19	0 0.00	22 0.19
		Assigned to Individual Total	0 0.00	102 0.12	0 0.00	102 0.12
	Capitol Hosting	Curtis Parker	0 0.00	1 0.15	0 0.00	1 0.15
		Dale Hicks	0 0.00	1 0.07	0 0.00	1 0.07
		Jake Vandenberghe	0 0.00	1 1.54	0 0.00	1 1.54
		Joe Benson	0 0.00	1 0.41	0 0.00	1 0.41
		Kyle Burkhardt	0 0.00	1 0.84	0 0.00	1 0.84
		Assigned to Individual Total	0 0.00	5 0.60	0 0.00	5 0.60
	Help Desk	Brenda Treadway	0 0.00	9 0.08	0 0.00	9 0.08
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Help Desk	James Stearns	0 0.00	4 0.04	0 0.00	4 0.04
		Julie VanBeekum	0 0.00	7 0.02	0 0.00	7 0.02
		Sarah Johnson	0 0.00	0 0.00	1 0.21	1 0.21
		Vicky Marrelli	0 0.00	7 0.07	0 0.00	7 0.07
		Assigned to Individual Total	0 0.00	28 0.05	1 0.21	29 0.06
	Metro A Desktop Support	Eric A Sedgwick	0 0.00	1 0.04	0 0.00	1 0.04
		Eric Sedgwick	0 0.00	2 0.12	0 0.00	2 0.12
		Michael Barth	0 0.00	2 0.21	0 0.00	2 0.21
		Nancy Hachmeister	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	6 0.13	0 0.00	6 0.13
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.18	0 0.00	1 0.18
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.09	0 0.00	2 0.09
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.45	0 0.00	1 0.45

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Metro B Desktop Support	Mike Wilde	0 0.00	1 0.71	0 0.00	1 0.71
		Tyler Pearce	0 0.00	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	0 0.00	3 0.46	0 0.00	3 0.46
	Metro B Help Desk	Todd Manning	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	1 0.37	0 0.00	1 0.37
		Jared B Jensen	0 0.00	1 0.11	0 0.00	1 0.11
		Mike Larsen	0 0.00	2 1.08	0 0.00	2 1.08
		Assigned to Individual Total	0 0.00	4 0.66	0 0.00	4 0.66
	Rural Central Desktop Support	Paul Petersen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Rural North Desktop Support	Ruston McKay	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	0 0.00	1 0.52	0 0.00	1 0.52
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	5 1.54	0 0.00	5 1.54
		Assigned to Individual Total	0 0.00	5 1.54	0 0.00	5 1.54
	Voice Operations	Kelly Johnson	0 0.00	1 0.35	0 0.00	1 0.35
		Romanza Hamblin Sorensen	0 0.00	9 0.66	0 0.00	9 0.66
		Assigned to Individual Total	0 0.00	10 0.63	0 0.00	10 0.63
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Assigned Group Total		1 0.10	189 0.28	1 0.21	191 0.28
Customer Company Total			1 0.10	189 0.28	1 0.21	191 0.28

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Administrative Services	Application Services	Danielle Hood	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	8 2	0 0	8 2
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Layne Shreeve	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Billing	Kristen Mar	0 0	1 1	0 0	1 1
		Sara Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Capitol Desktop Support	Chad Poll	0 0	7 0	0 0	7 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	0 0	17 0	0 0	17 0
		Michael Hussey	0 0	2 0	0 0	2 0
		Paul Ross	0 0	2 0	0 0	2 0
		Scott Wunderlich	0 0	52 0	0 0	52 0
		Tom Hanson	0 0	22 0	0 0	22 0
		Assigned to Individual Total	0 0	102 0	0 0	102 0
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Dale Hicks	0 0	1 0	0 0	1 0
		Jake Vandenberghe	0 0	1 1	0 0	1 1
		Joe Benson	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Help Desk	Brenda Treadway	0 0	9 0	0 0	9 0
		Eileen Dubach	0 0	1 0	0 0	1 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Help Desk	James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Sarah Johnson	0 0	0 0	1 0	1 0
		Vicky Marrelli	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	28 0	1 0	29 0
	Metro A Desktop Support	Eric A Sedgwick	0 0	1 0	0 0	1 0
		Eric Sedgwick	0 0	2 0	0 0	2 0
		Michael Barth	0 0	2 0	0 0	2 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Metro B Desktop Support	Mike Wilde	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Help Desk	Todd Manning	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C West Desktop Support	Cody Flanders	0 0	1 0	0 0	1 0
		Jared B Jensen	0 0	1 0	0 0	1 0
		Mike Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Rural Central Desktop Support	Paul Petersen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural North Desktop Support	Ruston McKay	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	189 10	1 0	191 10
Customer Company Total			1 0	189 10	1 0	191 10

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Administrative Services	Application Services	Danielle Hood	0 0.00	3 5.00	0 0.00	3 5.00
		Martin Gonzalez	0 0.00	1 1.83	0 0.00	1 1.83
		Tony Larsen	0 0.00	4 3.61	0 0.00	4 3.61
		Assigned to Individual Total	0 0.00	8 3.91	0 0.00	8 3.91
	Application Support - DFI	Greg Berensen	0 0.00	1 5.40	0 0.00	1 5.40
		Layne Shreeve	1 0.15	0 0.00	0 0.00	1 0.15
		Assigned to Individual Total	1 0.15	1 5.40	0 0.00	2 2.78
	Billing	Kristen Mar	0 0.00	1 82.79	0 0.00	1 82.79
		Sara Brown	0 0.00	1 9.86	0 0.00	1 9.86
		Assigned to Individual Total	0 0.00	2 46.32	0 0.00	2 46.32
	Capitol Desktop Support	Chad Poll	0 0.00	7 0.84	0 0.00	7 0.84

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Joshua Furgason	0 0.00	17 0.10	0 0.00	17 0.10
		Michael Hussey	0 0.00	2 0.25	0 0.00	2 0.25
		Paul Ross	0 0.00	2 2.48	0 0.00	2 2.48
		Scott Wunderlich	0 0.00	52 1.08	0 0.00	52 1.08
		Tom Hanson	0 0.00	22 1.60	0 0.00	22 1.60
		Assigned to Individual Total	0 0.00	102 1.03	0 0.00	102 1.03
	Capitol Hosting	Curtis Parker	0 0.00	1 11.60	0 0.00	1 11.60
		Dale Hicks	0 0.00	1 3.66	0 0.00	1 3.66
		Jake Vandenberghe	0 0.00	1 57.94	0 0.00	1 57.94
		Joe Benson	0 0.00	1 1.17	0 0.00	1 1.17
		Kyle Burkhardt	0 0.00	1 5.66	0 0.00	1 5.66
		Assigned to Individual Total	0 0.00	5 16.01	0 0.00	5 16.01
	Help Desk	Brenda Treadway	0 0.00	9 0.08	0 0.00	9 0.08
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Help Desk	James Stearns	0 0.00	4 0.04	0 0.00	4 0.04
		Julie VanBeekum	0 0.00	7 0.03	0 0.00	7 0.03
		Sarah Johnson	0 0.00	0 0.00	1 0.35	1 0.35
		Vicky Marrelli	0 0.00	7 0.12	0 0.00	7 0.12
		Assigned to Individual Total	0 0.00	28 0.07	1 0.35	29 0.08
	Metro A Desktop Support	Eric A Sedgwick	0 0.00	1 0.04	0 0.00	1 0.04
		Eric Sedgwick	0 0.00	2 0.16	0 0.00	2 0.16
		Michael Barth	0 0.00	2 0.24	0 0.00	2 0.24
		Nancy Hachmeister	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	6 0.17	0 0.00	6 0.17
	Metro A Help Desk	Ed Conrad	0 0.00	1 2.03	0 0.00	1 2.03
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 1.02	0 0.00	2 1.02
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 2.98	0 0.00	1 2.98

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Metro B Desktop Support	Mike Wilde	0 0.00	1 0.95	0 0.00	1 0.95
		Tyler Pearce	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	3 1.41	0 0.00	3 1.41
	Metro B Help Desk	Todd Manning	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	1 0.80	0 0.00	1 0.80
		Jared B Jensen	0 0.00	1 5.03	0 0.00	1 5.03
		Mike Larsen	0 0.00	2 2.26	0 0.00	2 2.26
		Assigned to Individual Total	0 0.00	4 2.59	0 0.00	4 2.59
	Rural Central Desktop Support	Paul Petersen	0 0.00	3 2.92	0 0.00	3 2.92
		Assigned to Individual Total	0 0.00	3 2.92	0 0.00	3 2.92
	Rural North Desktop Support	Ruston McKay	0 0.00	5 0.38	0 0.00	5 0.38
		Assigned to Individual Total	0 0.00	5 0.38	0 0.00	5 0.38
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Rural South Desktop Support	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	1 3.04	0 0.00	1 3.04
		Assigned to Individual Total	0 0.00	1 3.04	0 0.00	1 3.04
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	5 10.05	0 0.00	5 10.05
		Assigned to Individual Total	0 0.00	5 10.05	0 0.00	5 10.05
	Voice Operations	Kelly Johnson	0 0.00	1 0.36	0 0.00	1 0.36
		Romanza Hamblin Sorensen	0 0.00	9 1.16	0 0.00	9 1.16
		Assigned to Individual Total	0 0.00	10 1.08	0 0.00	10 1.08
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	0 0.00	1 0.19
	Assigned Group Total		1 0.15	189 2.17	1 0.35	191 2.15
Customer Company Total			1 0.15	189 2.17	1 0.35	191 2.15

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

Detail

INC000000570869	Lucas V Davis	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No	1.83
INC000000580932	Ken Hansen	Billing	None	None		TIR Missed: Yes	3.03
	Billing	Kristen Mar	Administrative Services	Low	Closed	TTR Missed: Yes	82.79
INC000000581736	Bob Spohr	Telecom	Hardware	Telephone		TIR Missed: No	0.09
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.19
INC000000582483	George D Lewis	Application	None	Novell GroupWise		TIR Missed: No	0.37
	Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: Yes	11.61
INC000000585413	Pat Gillins	Network	Incident	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.10
INC000000585791	Annette Julander	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000585807	Evan Taylor	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.34
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.94
INC000000585922	Kyle Berrett	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000585930	Denise Austin	PC/Laptop	Performance	None		TIR Missed: No	0.56
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.87
INC000000586102	Gail Youngblood	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000586138	Anne McNally	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.45
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.89
INC000000586172	Kevin Healy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000586296	Thomas Merrill	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000586352	Matthias Mueller	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000586368	Rocio Briceno	Application	Error	Gmail		TIR Missed: Yes	6.34
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	12.50
INC000000586387	John Pananos Jr	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Administrative Services	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000586405	John Pananos Jr Metro B Help Desk	Network Todd Manning	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586622	Dave Latter Help Desk	None James Stearns	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586683	Dorothy Phillips Help Desk	Network Eileen Dubach	Password Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586794	Arleen Herald Capitol Desktop Support	Application Tom Hanson	None Administrative Services	Content Manager - Centralized Low	TIR Missed: No TTR Missed: No	0.07 2.67
INC000000586823	Lee Erickson Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Administrative Services	Telephone Low	TIR Missed: No TTR Missed: No	0.14 0.59
INC000000586970	Kevin Lucus Capitol Hosting	Application Jake Vandenberghe	Error Administrative Services	Adobe Contribute Low	TIR Missed: Yes TTR Missed: Yes	1.54 57.94
INC000000587129	Brian R Bales Capitol Desktop Support	Application Scott Wunderlich	None Administrative Services	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.15 1.18
INC000000587379	Reed Taylor Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.09 1.74
INC000000587439	Katina Terry Help Desk	Application James Stearns	Password Administrative Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587546	Rocio Briceno Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587692	Paul Ferguson Help Desk	Application Julie VanBeekum	None Administrative Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587743	Mike Beckstead Metro B Desktop Support	PC/Laptop Tyler Pearce	Error Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.22 0.29
INC000000588143	Karen Peterson Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Administrative Services	Telephone Low	TIR Missed: No TTR Missed: No	0.08 0.40
INC000000588241	Rocio Briceno Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588246	John Horton Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588360	Sol Garcia Capitol Desktop Support	Application Chad Poll	Password Administrative Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.45 1.12
INC000000588940	Milton VanderLinde Rural South Desktop Support	PC/Laptop Lance Nay	None Administrative Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000589463	Cynthia Antonsen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.32
INC000000589504	Jeff Done	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: No	0.73
INC000000589532	Julie Clark	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.98
INC000000589747	John Harrington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000589910	John Burningham	Application	Error	None		TIR Missed: No	0.17
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.26
INC000000590529	Susan Hunt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000590588	Richard Jenkins	Application	None	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	3.96
INC000000590637	Andy Wright	Application	None	Microsoft Excel		TIR Missed: No	0.71
	Metro B Desktop Support	Mike Wilde	Administrative Services	Low	Closed	TTR Missed: No	0.95
INC000000590742	Rocio Briceno	Application	None	Gmail		TIR Missed: No	0.26
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: Yes	8.94
INC000000590752	Rich Amon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000590854	Jeffrey Black	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000591135	Ken Hansen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.19
INC000000591369	Brian R Bales	Application	Error	ZENworks for Desktops		TIR Missed: No	0.59
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.59
INC000000591551	Rocio Briceno	Application	Password	Novell GroupWise		TIR Missed: No	0.50
	Capitol Desktop Support	Michael Hussey	Administrative Services	Low	Closed	TTR Missed: No	0.50
INC000000591553	Mike Keeney	Application	Password	Novell GroupWise		TIR Missed: No	0.63
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	0.85
INC000000591590	Alan Olsen	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Capitol Desktop Support	Michael Hussey	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000591728	Brian Spencer	Application	None	Gmail		TIR Missed: No	0.29
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	6.57

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000591908	Mary Naylor	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.07
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.76
INC000000592031	Maren Jeppsen	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000592260	Denise Austin	PC/Laptop	Error	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.25
INC000000592263	Cee Cee Niederhauser	PC/Laptop	Password	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.22
INC000000592265	Joanie Aponte	PC/Laptop	Password	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.20
INC000000592266	Enzo Calfa	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000592275	Enzo Calfa	PC/Laptop	Password	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.18
INC000000592296	Fred Christensen	Network	Incident	Active Directory	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.17
INC000000592345	Chiarina Gleed	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000592360	Tim Christensen	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000592374	Brian R Bales	PC/Laptop	Performance	None	TIR Missed: No	0.15
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.90
INC000000592377	Ryan Campbell	Network	Password	Active Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000592381	Tom A Shaw	Application	Password	Novell GroupWise	TIR Missed: No	0.06
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.82
INC000000592497	Barbara Sutherland	Telecom	Call/Receive	None	TIR Missed: No	0.35
Voice Operations	Kelly Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.36
INC000000592562	Bryan Rust	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000592619	Jason Knight	Application	Error	Novell GroupWise	TIR Missed: No	0.67
Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: Yes	20.18
INC000000592638	Alan Bachman	Application	Password	None	TIR Missed: No	0.24
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.99

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000592675	Alan Bachman	Mobile Devices	Error	Droid		TIR Missed: No	0.12
	Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: No	4.71
INC000000592719	Doug Stout	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.61
INC000000592728	Cynthia S Bowers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.26
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.81
INC000000592762	Loretta Tatum	Application	Error	Adobe Acrobat		TIR Missed: No	0.20
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.86
INC000000592833	Larry Simpson	Application	Error	None		TIR Missed: No	0.84
	Capitol Hosting	Kyle Burkhardt	Administrative Services	Low	Closed	TTR Missed: No	5.66
INC000000592846	Tim Villnave	Application	Error	None		TIR Missed: No	0.63
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	1.62
INC000000592872	Sheri Wolfley	None	None	IPCC Express		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	1.53
INC000000592919	Steve Canning	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.16
INC000000593013	James Golden	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000593061	Paul Bowers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.19
INC000000593127	Wayne Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.56
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.44
INC000000593143	Gala Dumas	Application	Password	PGP		TIR Missed: No	0.37
	Metro C West Desktop Support	Cody Flanders	Administrative Services	Low	Resolved	TTR Missed: No	0.80
INC000000593152	Lynn Webb	Application	Error	None		TIR Missed: No	0.15
	Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed	TTR Missed: Yes	11.60
INC000000593159	Brian R Bales	Network	Performance	None		TIR Missed: No	0.21
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.14
INC000000593162	Linda Crawford	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.85
INC000000593197	Sean Crawford	Application	None	Active Directory		TIR Missed: No	0.30
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.35
INC000000593239	Brian R Bales	Application	None	Novell GroupWise		TIR Missed: Yes	1.76
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	1.82

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000593272	Roger Faris	Network	Incident	None		TIR Missed: No	0.10
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.41
INC000000593287	Natalie Powell	Network	Error	None		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.08
INC000000593317	Cheryl Searle	Network	Error	Active Directory		TIR Missed: No	0.58
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.11
INC000000593360	Sheri Wolfley	None	None	IPCC Express		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	
INC000000593363	Sheri Wolfley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000593425	Lorianne Ouderkirk	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000593433	Gail Youngblood	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000593453	Bianca Shama	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.30
INC000000593515	Elizabeth Perkes	Application	Reporting	None		TIR Missed: No	0.07
	Metro A Desktop Support	Eric Sedgwick	Administrative Services	Low	Closed	TTR Missed: No	0.14
INC000000593559	Dorothy Taylor	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.10
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.31
INC000000593613	Craig Wessman	Network	None	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.69
INC000000593752	Chris Atkins	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.36
INC000000593878	James Golden	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000593880	Dave Williams	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000593895	Allyson Spevak	PC/Laptop	Error	None		TIR Missed: No	0.37
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	4.92
INC000000594059	Brenda Lee	Application	Error	None		TIR Missed: No	0.21
	Help Desk	Sarah Johnson	Administrative Services	Medium	Closed	TTR Missed: No	0.35
INC000000594135	Anne McNally	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.77

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000594264	Roger Faris	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No		0.00
INC000000594284	Lorianne Ouderkirk	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00	
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No		0.00
INC000000594302	Barbara Sutherland	Application	None	Gmail	TIR Missed: No	0.00	
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No		0.00
INC000000594392	Rocio Briceno	PC/Laptop	Error	None	TIR Missed: No	0.00	
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No		0.27
INC000000594449	Stephanie Wilcox	None	None	None	TIR Missed: No	0.10	
Application Support - DFI	Layne Shreeve	Administrative Services	High	Closed	TTR Missed: No		0.15
INC000000594463	Nick R Radulovich	Application	Error	Active Directory	TIR Missed: No	0.00	
Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No		0.00
INC000000594485	Terri White	Network	None	Active Directory	TIR Missed: No	0.08	
Metro A Desktop Support	Nancy Hachmeister	Administrative Services	Low	Resolved	TTR Missed: No		0.16
INC000000594792	Ken Hansen	Application	Error	Gmail	TIR Missed: No	0.12	
Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No		2.07
INC000000594867	Randy Viertel	PC/Laptop	None	None	TIR Missed: No	0.00	
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No		2.93
INC000000594971	Ken Hansen	Application	None	Novell GroupWise	TIR Missed: No	0.28	
Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: Yes		9.58
INC000000595070	Rick Gallegos	None	None	None	TIR Missed: No	0.00	
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No		0.00
INC000000595076	Bruce Whittington	None	None	None	TIR Missed: No	0.00	
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No		0.00
INC000000595084	Emily Barnes	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.02	
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No		0.29
INC000000595106	Scott Whitney	None	None	None	TIR Missed: No	0.00	
Metro C West Desktop Support	Mike Larsen	Administrative Services	Low	Resolved	TTR Missed: No		0.00
INC000000595122	Lynn Hinrichs	Application	Password	Microsoft Windows XP Professio	TIR Missed: No	0.08	
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No		1.54
INC000000595188	Rick James	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.19	
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No		4.89
INC000000595193	Mary Ann Morehouse	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.06	
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No		4.70

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000595204	Lynn Bodrero Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.22 4.51
INC000000595215	Cheryl Searle Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Administrative Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.14 1.04
INC000000595270	Ken Hansen Capitol Desktop Support	Application Scott Wunderlich	None Administrative Services	Active Directory Low	TIR Missed: No Resolved TTR Missed: No	0.33 0.33
INC000000595401	Ken Hansen Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595436	Tim Villnave Capitol Desktop Support	Network Chad Poll	Password Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595675	Rosemary Cundiff Capitol Hosting	Application Dale Hicks	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.07 3.66
INC000000595840	John Reidhead Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.61
INC000000595946	Dave Williams Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595954	Jenn Johnson Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 2.04
INC000000596052	Kurt Baxter Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000596060	Jason Knight Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000596102	Matthias Mueller Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000596111	Cee Cee Niederhauser Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000596123	Marla Workman Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000596261	Brenda Lee Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.32 5.33
INC000000596489	Silvia Lane Capitol Desktop Support	None Chad Poll	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000596492	Matthias Mueller Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000596508	Chiarina Gleed	Application	None	Microsoft Word		TIR Missed: No	0.17
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	5.65
INC000000596510	Kevin Christensen	Network	None	Active Directory		TIR Missed: No	0.11
	Metro C West Desktop Support	Jared B Jensen	Administrative Services	Low	Resolved	TTR Missed: No	5.03
INC000000596669	Ken Hansen	Application	Error	PGP		TIR Missed: No	0.31
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.56
INC000000596749	Debbie Bowen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000596798	Michael C Jones	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000596812	Nathan Gardner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	0.20
INC000000596914	Ken Hansen	Application	Error	None		TIR Missed: No	0.18
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.58
INC000000596951	Elizabeth Perkes	Application	Error	None		TIR Missed: No	0.28
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	0.28
INC000000597076	Sue Hoskins	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000597084	Jason Knight	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000597086	Priscilla Anderson	Application	Password	Utah Master Directory		TIR Missed: No	0.03
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.09
INC000000597128	Crisanta Gwilliam	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: No	0.15
INC000000597424	Reed Taylor	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	4.40
INC000000597553	Julie Thompson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000597650	Jeff Mottishaw	Application	Password	Utah Master Directory		TIR Missed: No	0.15
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.15
INC000000597693	Jeff Mottishaw	Mobile Devices	Error	iPhone		TIR Missed: No	0.29
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.31
INC000000597766	Cynthia Antonsen	Application	None	Novell GroupWise		TIR Missed: No	0.88
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.92

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000597771	Robert Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	1.87
INC000000597946	Gary Morris	PC/Laptop	Error	None		TIR Missed: No	0.93
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.57
INC000000598004	Silvia Lane	Billing	None	None		TIR Missed: Yes	9.86
	Billing	Sara Brown	Administrative Services	Low	Resolved	TTR Missed: Yes	9.86
INC000000598049	Loretta Tatum	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000598056	Patricia Smith-Mansfield	Application	Error	Microsoft Word		TIR Missed: No	0.17
	Metro A Desktop Support	Eric Sedgwick	Administrative Services	Low	Resolved	TTR Missed: No	0.17
INC000000598118	Brian Jensen	Telecom	Voice Mail	None		TIR Missed: No	0.37
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.80
INC000000598137	Lori Benton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.92
INC000000598214	Jason Knight	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000598256	Raymond Brusik	Application	Password	Utah Master Directory		TIR Missed: No	0.50
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.86
INC000000598296	Matt Jenkins	Application	Error	Gmail		TIR Missed: No	0.08
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.51
INC000000598343	Steve Canning	Telecom	Dial Tone	Telephone		TIR Missed: Yes	4.35
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	4.35
INC000000598461	Gala Dumas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	2.16
	Metro C West Desktop Support	Mike Larsen	Administrative Services	Low	Resolved	TTR Missed: No	4.52
INC000000598695	Anne McNally	EIS Hardware	Printer	None		TIR Missed: No	0.52
	Strategic Communications	Luis Larios	Administrative Services	Low	Resolved	TTR Missed: No	3.04
INC000000598741	Robert D Johnson	Application	Error	Novell GroupWise		TIR Missed: No	0.18
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.25
INC000000598770	Bret Burgon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	3.16
INC000000598857	Brian Spencer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000599035	Gustavo Cansino	Application	Password	Utah Master Directory		TIR Missed: No	0.12
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.14

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000599270	Brian Carpenter Metro A Help Desk	Network Ed Conrad	Password Administrative Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.18 2.03
INC000000599357	Scott Sutherland Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.45 2.98
INC000000599363	Julie Clark Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Administrative Services	Avaya CentreVu Supervisor Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.70
INC000000599628	Ken Hansen Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 2.87
INC000000599646	Mark Austin Application Support - DFI	None Greg Berensen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.40
INC000000599804	Chad Spencer Rural North Desktop Support	None Ruston McKay	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599954	Rich Young Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600060	Dorothy Taylor Capitol Desktop Support	Application Joshua Furgason	Reporting Administrative Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600075	Wayne Christensen Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600160	Gustavo Cansino Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.41 1.41
INC000000600189	Rosemary Cundiff Metro A Desktop Support	Network Eric A Sedgwick	Performance Administrative Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000600296	Carma Hicks Capitol Hosting	Telecom Joe Benson	Call Management Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.41 1.17
INC000000600490	Rick Beckstead Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.48
INC000000600631	James Golden Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600642	Ken Hansen Capitol Desktop Support	Network Tom Hanson	Performance Administrative Services	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.34 1.04
INC000000600657	Eric Gardner Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.52
INC000000600892	Jenann Richards Help Desk	Application Vicky Marrelli	Password Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report October 2012

As of 11/1/2012

Administrative Services

INC000000601127	Natalie Powell	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000601145	Tanya Price	Application	Password	Utah Master Directory		TIR Missed: No	0.17
Help Desk		Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.17
INC000000601147	Tanya Price	Application	Password	Utah Master Directory		TIR Missed: No	0.25
Help Desk		Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.25
INC000000601254	Andy Wright	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000601327	John Reidhead	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00